

PRASANNAN PRATISH

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JOB OBJECTIVE

Outgoing automotive Senior Service Advisor with 8+ years of parts and service experience. Friendly and resourceful with strong listening skills and the ability to ask the right questions to assist technicians with diagnosis. Effectively builds loyal and long-term relationships with customers.

SUMMARY

- Diploma in Automobile Engineering with job experience of 8 yrs.
- Ability in cementing healthy relationship with the clients for generating business and leading workforce towards accomplishing business and corporate goals.
- Demonstrated excellence in developing dealer network and customer service levels.
- Outstanding relationship building and presentation skills.
- Possess excellent interpersonal, communication and analytical skills with demonstrated abilities in customer relationship management.
- Deft in managing dealer service operations; achieving business goals and increasing service growth.

AREA OF EXPERTISE

CLIENT RELATIONSHIP MANAGEMENT - SERVICE

- Forwarding customer instructions to the concerned department,
- Ensuring customer satisfaction by achieving delivery & service quality norms ,
- Interfacing with high net worth clients for understanding their requirements,
- Suggesting the most viable solution and cultivating relations with them for customer retention, Securing existing business.

PROFESSIONAL EXPERIENCE

DHEERAJ HYUNDAI – DEALER OF HYUNDAI COMPANY PVT LTD (INDIA)

- Making Service targets to the pinnacle level.(FLOOR SUPERVISOR/ SERVICE ADVISOR) 1 YEAR
- Customer satisfaction in the specific fields.
- Under the direction of Management, assist in various aspects of customer care, work order and register assistance, and facility maintenance
- Work with the management team to react to customer service issues, customer complaints, and/or business opportunities

- Under the direction of management, executes promotions, sales tactics, spiffs and sales incentives
- Provide accurate estimates for all the services or repairs recommended
- Meet or exceed sales quotas set by management
- Establish/determine customers method of payment
- Provide estimates for labor and parts

NEWTECH ENGINEERING (INDIA) -

- Worked as Site Engineer/ Supervisor for 14 months.
- Company was dealing with Ship Maintenance.

MOHAN FORD PVT LTD (INDIA)-

- Worked as service advisor (2 years)
- Customer satisfaction in the specific fields.
- Personally turn over to the service manager or other designated management representative, customers with complaints that cannot be satisfied at the ASM level
- Properly, thoroughly and legibly write repair orders for the categories of work designated by management
- Perform other specific administrative functions as directed by service management
- Remain continuously posted on the shops workload to determine the kind of work the shop can quickly accommodate
- Report any situation or condition to management that jeopardizes the safety, welfare or integrity of the dealership, its employees or customers
- Monitor all special order parts and make sure all boards are up to date
- Check all warranty follow up and make sure all team log books are up to date

DYNATRADE AUTOMOTIVE GROUP (UAE)-

- Worked as a service advisor (5 years)
- Managing your own work in process and providing excellent customer service
- Providing a complete and accurate written cost estimate for labor and parts
- Test driving the vehicle with the customer
- Implementing and maintaining a service marketing program
- Managing telephone inquiries regarding appointments
- Contacting customer regarding any changes in the estimate or promised time
- Responding to all open repair orders
- Managing reception and schedule service advisors duty
- Making daily report and making daily vehicle inflow report with revenue of vas
- Excellent conversation of vas and taking approval of additional work

KEY DELIVERABLES:

- Responsible for the team to meet the target service level of 75% or higher daily.
- Resolved challenges in order to enable service results. First responder to escalated issues involving technology and process breakdowns.
- Accountable for quality assurance checks and provides direct and candidate feedback to leaders and service reps.
- Improved customer service processes, monitored improvements and communicated results.
- Trained, evaluated and staffed group to develop strong customer service skills.
- Participated in all personnel decisions including interviewing and hiring process.

SCHOLASTICS

1. Diploma (Automobile Engineering)

Sri Ramakrishna Polytechnic, Coimbatore, 78% (A I C T E)

2 .XII (ARTS)

Govt Senior Sec School, Bakultala, (C B S E)

3 .X

Govt Senior Sec School, Bakultala, (C B S E)

IT SKILLS

- Basic MS Office knowledge; computer software, internet proficiency, and general mathematic skills
- Extensive product knowledge or the ability to obtain product knowledge
- Ability to problem solve and pay strong attention to detail
- Ability to maintain proper dress code and professional appearance in accordance with dealership policies
- Knowledge of basic car functions, characteristics, and operations in order to answer customer questions
- Strong verbal communication skills
- Ability to add, subtract, multiply , and divide in all units of measure
- Excellent customer service and negotiation skills
- Excellent verbal and written communication skills
- Ability to compute rate, ratio, and percent, and to read and interpret bar graphs

PERSONAL DETAILS

Date of Birth: 04-10-1987

Linguistic Abilities: English, Hindi, Malayalam, Tamil & Arabic.

License: UAE (Light Vehicle)

Permanent Address: Qt. No: 3 Type III, Industrial Estate, Dollygunj,
Port Blair, South Andaman
Andaman & Nicobar Islands
Pin: 744103

Ready to Relocate: